




MEMORANDUM

TO: Telecommunications Coordinators

FROM: Frank Cavallaro, Manager 
Bureau of Communications and Computer Services

DATE: April 3, 2001

SUBJECT: State Telephone Usage Policy: Directory Assistance

While reviewing telecommunications expenditures, it has become apparent that state employees are not complying with the "State Telephone Usage Policy" in regards to directory assistance. The policy is outlined and published in the 1999-2000 State of Illinois Telephone Directory, page VI:

"Telephone company directory information is a chargeable service. The costs appear on the CMS telephone bills issued to agencies and identify the number from which the directory assistance calls were placed.

Note: Callers who obtain a telephone number from Directory Assistance may be connected directly to the number without a separate call by responding to a prompt. State employees should be aware that there is a separate charge for this service, which exceeds the cost of directly dialing the same number. State employees are strongly discouraged from using this service."

The current volume of calls seeking directory assistance information is unacceptable. As a result, we are working with the telephone companies to generate reports which will identify state telephone numbers repeatedly billed for directory assistance calls. Once identified, these numbers will be referred to the Telecommunication Coordinators and Agency Directors for possible explanation and charge-back, if such action is deemed appropriate.

State agencies should be furnished area-wide telephone directories from the Local Exchange Carriers (LEC). All Telecommunications Coordinators should strongly encourage agency personnel to use the directories. These directories are furnished at no cost, and it is important that Telecommunications Coordinators submit an order to their LEC for a sufficient supply each year to meet the needs of the current workforce.

All Telecommunications Coordinators must contact the applicable Local Exchange Carrier to request 2002 telephone directories and must provide the number of directories desired, the exact delivery location address, and the contact information for the person responsible for order placement. Agencies with multiple sites must place separate and distinct orders/delivery instructions for each address.

For those employees who have Internet access, directory assistance listings are available free-of-charge at several sites, including www.anywho.com, www.555-1212.com, www.yellowpages.com, etc.

Your cooperation in ensuring each state employee has access to a telephone directory and your diligence in monitoring directory assistance usage/abuse is critical in CMS's efforts to reduce expenditures for directory assistance. If you have any questions about the State Telephone Usage Policy or have difficulty obtaining telephone directories, please contact Nancy Diefenback at (217) 782-9509.